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AUDITOR-CONTROLLER

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DEPARTMENT OF AUDITOR-CONTROLLER**

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May 3, 2005

TO: Supervisor Gloria Molina, Chair  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley  
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – GREATER HOPE  
SOCIETY GROUP HOMES - SITES 1, 2, AND 3**

We have completed a review of Group Home Sites 1, 2 and 3 (Group Home or Agency) operated by Greater Hope Society Group Homes. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Greater Hope Society Group Home Sites 1 and 2 are six-bed facilities, which provide care for boys ages 14-17 years who exhibit behavioral, social, and emotional difficulties. Greater Hope Society Group Home Site 3 is a six-bed facility, which provides care for girls ages 8-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Greater Hope Society Group Home Sites 1, 2 and 3 were providing services for six Los Angeles County DCFS children.

The three Greater Hope Society Group Homes are located in the Fourth District.

**Scope of Review**

The purpose of the review is to determine whether the Agency is providing the services outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues, and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

*"To Enrich Lives Through Effective and Caring Service"*

**Summary of Findings**

Generally, the Agency is providing the services outlined in its Program Statement. However, each Group Home has deficient areas that need to be addressed. All three Greater Hope Society Group Homes need to maintain comprehensive Needs and Services Plans (NSPs) that are specific, measurable, attainable, realistic, time limited, and include short term and long term goals for all children. The development and implementation of the NSPs need to include the authorized placement workers as part of the treatment team and include input from the children.

Greater Hope Society Site 1 needs to clean the stove, oven, and light fixture cover; replace nonworking light bulbs and missing electrical outlet covers; provide an adequate amount of face and bath towels for children; provide all children with the opportunity to participate in planning activities; provide all children with the required \$50 monthly clothing allowance, and with an adequate quantity of clothing; and encourage and assist all children in creating and updating a life book/photo album.

Greater Hope Society 2 and 3 need to provide all children with the required minimum base allowance. Greater Hope Society 2 needs to clean the stove and oven, and replace missing knobs on dresser drawers. Greater Hope Society 3 needs to replace the sofas in the TV/recreation room.

Attached is a detailed report of the review.

**Review of Report**

We discussed our report with the Agency's management. The Agency's management is required to provide a corrective action plan to the Children Services Group Home Ombudsman within 20 business days from the date of this report. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:bg

c: David E. Janssen, Chief Administrative Officer  
David Sanders, Ph.D., Director, DCFS  
Paul Higa, Chief Probation Officer  
Eva Ford, Executive Director, Greater Hope Society Inc.  
Violet Varona-Lukens, Executive Officer  
Public Information Office  
Audit Committee

**Greater Hope Society  
Group Home Site 1  
26303 Belle Porte  
Harbor City, California 90710  
Phone: (310) 257-1980  
License Number: 198203897  
Rate Classification Level: 10**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Greater Hope Society Group Home Site 1 is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, there are a few areas in need of improvement. In the kitchen, the stove and oven are dirty. There are missing light bulbs in the hallway, and the light fixture cover is dirty.

Overall, children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, in bedroom number two, an electrical outlet cover was missing exposing wires on the wall next to one of the beds. In addition, there was an inadequate amount of face and bath towels available for the children.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

### **Recommendations**

#### **1. Greater Hope Society management:**

- a. Clean the stove and oven, and maintain it in a clean and sanitary condition at all times.
- b. Replace all light bulbs not working in the hallway.
- c. Clean the light fixture cover in the hallway.
- d. Immediately replace the missing electrical outlet cover in bedroom number two.
- e. Provide an adequate amount of face and bath towels for children.

### **II. Program Services**

#### **Method of assessment – Review of relevant documents and interviews**

#### **Sample size for interviews: Two**

#### **Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children were assessed for needed services within thirty days of placement.

Case files reflect adequate documentation to show that children are receiving treatment services as identified in their Needs and Services Plan (NSP). One NSP was developed and implemented by the treatment team with input from the child. However, the other child's NSP did not include the child's authorized placement worker in the development and implementation of the plan. One NSP is current; however, the other NSP was not. The NSPs are not comprehensive, and do not include long and short-term goals.

### **Recommendations**

#### **2. Greater Hope Society management:**

- a. Include the authorized placement worker as part of the treatment team in the development and implementation of the NSP.
- b. Maintain current Needs and Services Plans for all children.

- c. **Maintain comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited, and include short term and long term goals for all children.**

### **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with the opportunity to participate in emancipation and vocational programs as appropriate.

#### **Recommendations**

**There are no recommendations for this section.**

### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities, and leisure time. One child is given the opportunity to participate in planning activities. The other child reports that he is not given the opportunity to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

#### **Recommendation**

- 3. Greater Hope Society management provide all children with the opportunity to participate in planning activities.**

**V. Psychotropic Medication****Method of assessment – Review of relevant documents for case files****Comments:**

According to the Agency's management, there are currently no children receiving psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

**Recommendations**

**There are no recommendations for this section.**

**VI. Personal Rights****Method of assessment –Interviews with children****Sample size for interviews: Two****Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children expressed satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children are given the opportunity to receive or reject voluntary medical, dental, and psychiatric care.

**Recommendations**

There are no recommendations for this section.

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides appropriate clothing, items of necessity, and allowances to the children. However, the Group Home does not supply children with the required \$50 monthly clothing allowance. The children are given the opportunity to select their own clothes. Clothing provided to children is of good quality. However, both of the children were in need of additional clothing items.

Children are permitted to spend their allowances as they choose. However, The Group Home does not provide children with the required minimum base allowance.

The Group Home provides children with adequate personal care items.

One child is encouraged and assisted in creating and maintaining a photo album/life book; however, the other child was not.

**Recommendations**

**4. Greater Hope Society management:**

- a. Provide all children with the required \$50 per month clothing allowance.
- b. Provide all children with on-going clothing inventories of adequate quantity.
- c. Encourage and assist all children in creating and updating a life book/photo album.

**Greater Hope Society  
Group Home Site 2  
26610 Via Marquette  
Lomita, California 90717  
Phone: (310) 257-1980  
License Number: 198203468  
Rate Classification Level: 10**

## **I. Facility and Environment**

### **Method of assessment – Observation**

#### **Comments:**

Greater Hope Society Group Home Site 2 is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the stove and oven in the kitchen are dirty.

Overall, children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, in bedroom number two there are missing knobs on the dresser drawer.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

### **Recommendations**

#### **1. Greater Hope Society management:**

- a. Clean the stove and oven in the kitchen, and maintain in a clean and sanitary condition at all times.**
- b. Replace all missing knobs on the dresser drawer in bedroom number two.**



## **II. Program Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

#### **Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children were assessed for needed services within thirty days of placement.

Case files reflect adequate documentation to show that children are receiving treatment services as identified in their Needs and Services Plans (NSPs). However, the treatment team did not develop and implement the NSPs with input from the child. The Needs and Services Plans did not include the child's authorized placement worker in the development and implementation of the plan. One NSP is current; however, the other NSP was not. The NSPs are not comprehensive, and do not include long and short-term goals.

### **Recommendations**

#### **2. Greater Hope Society management:**

- a. Include the treatment team in the development and implementation of the NSPs.**
- b. Maintain current Needs and Services Plans for all children.**
- c. Maintain comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited, and include short term and long term goals for all children.**

## **III. Educational and Emancipation Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

#### **Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with the opportunity to participate in emancipation and vocational programs as appropriate.

**Recommendations**

**There are no recommendations for this section.**

**IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given the opportunity to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

**Recommendations**

**There are no recommendations for this section.**

**V. Psychotropic Medication**

**Method of assessment – Review of relevant documents for case files**

**Sample size for interviews: Two**

**Comments:**

According to the Agency's management, there are currently no children receiving psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

**Recommendations**

**There are no recommendations for this section.**

## **VI. Personal Rights**

### **Method of assessment –Interviews with children**

**Sample size for interviews: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children expressed satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children are given the opportunity to receive or reject voluntary medical, dental, and psychiatric care.

#### **Recommendations**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

#### **Comments:**

The Group Home provides appropriate clothing, items of necessity, and allowances to the children. The Group Home supplies children with the required \$50 monthly clothing allowance, and children are given the opportunity to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children are permitted to spend their allowances as they choose. However, the Group Home does not provide children with the required minimum base allowance.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendation**

- 3. Greater Hope Society management provide all children with the required minimum base allowance.**

**Greater Hope Society  
Group Home Site 3  
1412 West 255<sup>th</sup> Street  
Harbor City, California 90710  
Phone: (310) 257-1980  
License Number: 191601573  
Rate Classification Level: 10**

## **I. Facility and Environment**

### **Method of assessment – Observation**

#### **Comments:**

The Greater Hope Society Group Home Site 3 is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the sofas in the TV/Recreation room are dirty, and worn.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV, and a VCR/DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

### **Recommendation**

- 1. Greater Hope Society management replace the sofas in the TV/recreation room.**

## **II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children were assessed for needed services within thirty days of placement.

Case files reflect adequate documentation to show that children are receiving treatment services as identified in their Needs and Services Plans (NSPs). The treatment team developed and implemented the NSPs with input from the child. However, the NSPs are not current, comprehensive, and do not include long and short-term goals.

### **Recommendations**

#### **2. Greater Hope Society management:**

- a. Maintain current Needs and Services Plans for all children.**
- b. Maintain comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited, and include short term and long term goals for all children.**

## **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with the opportunity to participate in emancipation and vocational programs as appropriate.

### **Recommendations**

**There are no recommendations for this section.**

## **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

### **Comments:**

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given the opportunity to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

### **Recommendations**

**There are no recommendations for this section.**

## **V. Psychotropic Medication**

**Method of assessment – Review of documents for relevant case files**

**Sample size for interviews: One**

### **Comments:**

The child has a current court authorization for psychotropic medication. Documentation confirms that the child is routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

### **Recommendations**

**There are no recommendations for this section.**

## **VI. Personal Rights**

### **Method of assessment –Interviews with children**

#### **Sample size for interviews: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children expressed satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children are given the opportunity to receive or reject voluntary medical, dental, and psychiatric care.

### **Recommendations**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and interviews**

#### **Sample size for interviews: Two**

#### **Comments:**

The Group Home provides appropriate clothing, items of necessity, and allowances to the children. The Group Home supplies children with the required \$50 monthly clothing allowance, and children are given the opportunity to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children are permitted to spend their allowances as they choose. However, the Group Home does not provide children with the required minimum base allowance.



The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendation**

- 3. Greater Hope Society management provide all children with the required minimum base allowance.**